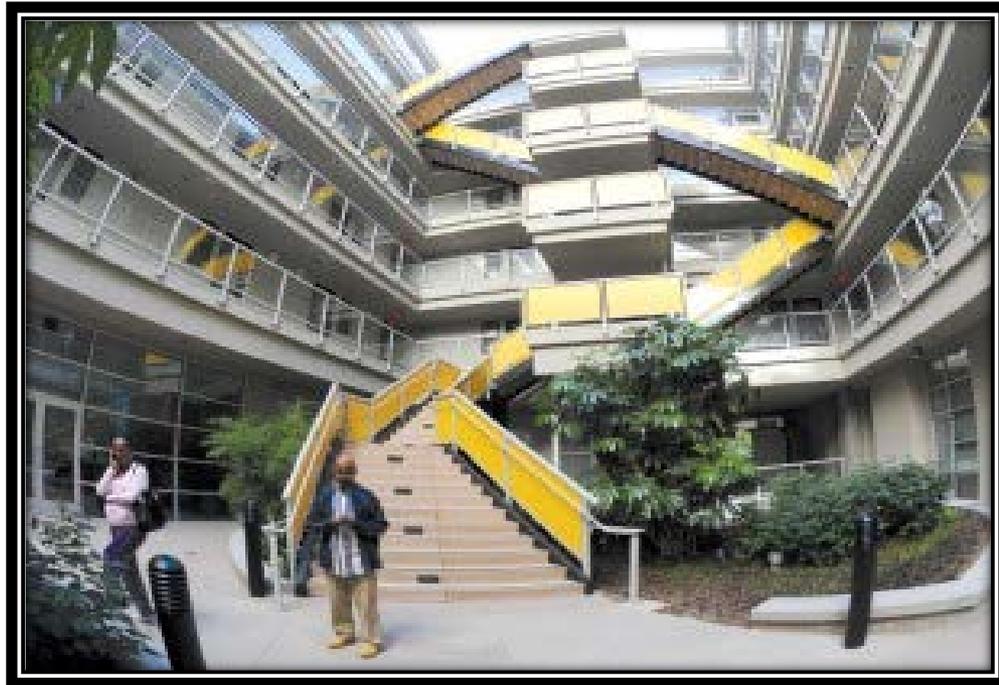


Innovations: An Integrated Mobile Team Approach to Housing Placement and Retention for a Vulnerable Population of Homeless Individuals

**NEW GENESIS PROJECT BASED
RESIDENTIAL HOUSING**



Mental Health Services Act Innovations Programs

- Los Angeles County Innovations programs focus on the provision of integrated health, mental health and substance use services

Innovations Programs

- Integrated Clinic Model (ICM)
- Integrated Mobile Health Team (IMHT)
- Integrated Services Management for Underserved Ethnic Populations
 - African/African American
 - Native American
 - Asian Pacific Islander
 - Latino
 - Middle Eastern/Eastern European
- Integrated Peer Run Model

Integrated Mobile Health Team Program

- Provides integrated physical, mental and substance abuse services entirely in the field to a vulnerable population of homeless individuals
- Focused on the development of effective treatment strategies when providing services to the highest need and highest risk clients in the mental health system
- Emphasis on treatment of the whole person – meeting most pertinent need first
- Primary objectives of IMHT program include the housing of 100% of enrolled clients using a Housing First model.
- Multidisciplinary treatment team maintains fidelity to ACT model with a team of “Generalists” and no fixed caseloads
- Use of integrated medical record, assessments, care plans
- Daily meeting of entire team to review enrolled clients and target individuals for service delivery

Benefits of Field Based Integrated Care

- Seamless delivery of mental health, physical health and substance abuse services by integrated team
- Ability to meet the client where they are
- Reduction in fragmentation of healthcare resources
- Enhanced access to healthcare resources
- Improved efficacy of treatment objectives
- Efficiency in provision of services
- Reduction in stigma when receiving mental health services
- Better quality communication between healthcare providers
- Improved treatment outcomes for identified problems

Integrated Mobile Health Team In Action



IMHT Target Population/Catchment Area

- Identified through use of Vulnerability Index
- Must have both serious mental illness and a chronic health condition
- Most also have co-occurring substance use disorders
- Must be chronically homeless
- The Exodus IMHT team strives to identify and engage the most vulnerable individuals at high risk for mortality
- The Exodus IMHT program focuses on three geographic catchment areas that contains some of the most severely unserved and underserved neighborhoods within LAC. These catchment areas are designed to provide supportive “health neighborhoods” where individuals can live and receive multidisciplinary treatment for their mental, physical and substance abuse needs.
- Catchment areas: Downtown Skid Row and adjacent/ Boyle Heights LAC+USC Hospital and adjacent/ So. Central LA

IMHT Multi-Disciplinary Team

- Team Lead/Program Director: Patrick Hooks
- Lead Case Manager: Hilary Haylock
- Psychiatrist: Gadson Johnson, M.D.
- Psychiatric Nurse Practitioner: Lynne Neito, N.P/Ph.D.
- Physical Health Physician's Assistant: Cindy Kang, P.A. (LACHC), Alex Marquez Medical Assistant (LACHC)
- Substance Abuse Specialist: Ron McCray, RAS
- Benefits Specialist/Employment Support: Katia Garcia
- Case Managers: Maurice Gray, Robert Clipper, Carrie Aquino, L.V.N.
- Supportive Housing Case Manager: Rachel Karman (SRHT)
- Program Support Coordinator: Jeannette Aguilar
- Data Specialist: Naroun Choun

Housing Focused Team Operations

PANELIST PRESENTATIONS

- Outreach and Engagement of Target Population (Patrick Hooks, Hilary Haylock, Lynne Neito, Maurice Gray, Ron McCray)
 - Collaboration with Community Partners – LAC+USC Staff, LAHSA, SAPCI, DPSS, Downtown Consortiums, PATH, LA CADA
 - Say “YES” to all offers of collaboration and participation – Homeless Counts, etc.
 - Immediate Safe Harbor Housing
 - Weingart Association
 - Exodus Master Leased Housing
 - Van (Mobile Transport) for travel as a team
 - Laptops for note taking and resources

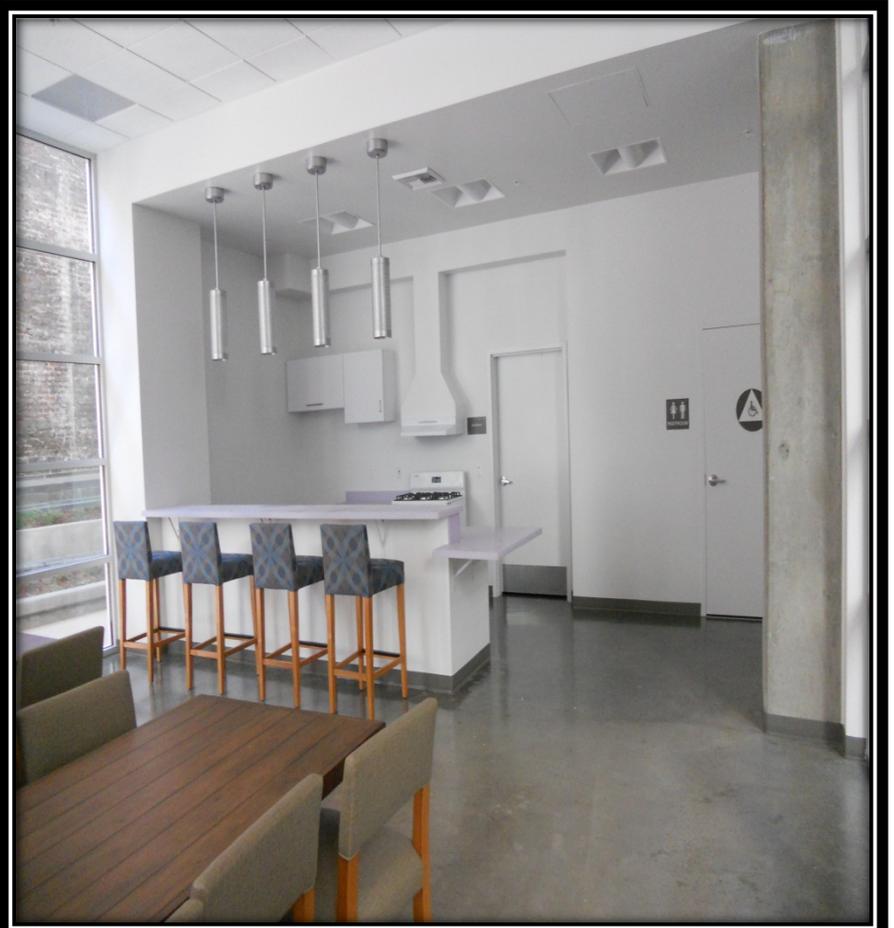
Housing Focused Team Operations

- Enrollment of Target Population (Team)
 - Finding the “most vulnerable” (anecdotes...)
 - Use of Vulnerability Index, DMH Target Population Verification Form
 - Client photos
 - Community Ambassadors/ Collaborations (story of CM Robert Clipper)
- Early Housing Placement/ Retention Efforts (Team)
 - Partnership with Weingart Association (anecdotes...)
 - Exodus Master Leased Housing
 - Community housing partners: Board and Care, Residential Drug and Alcohol Programs
- Administrative Support (Team)
 - Rosters and registries
 - Housing rosters
 - Reports based on data

Permanent Housing Expedited Application Process

- New Genesis Time Frame – March “Go Live” – July Move In (Team)
 - 50 allocated beds
 - Collaboration with Skid Row Housing Trust
 - Initial planning and program design
 - Leadership Team support
 - Operational meetings and team support
 - Gathering of documentation
 - Application processing pizza party
 - Housing orientation sessions
 - Selection of units
 - Welcome Home kits for new residents
 - Move In!

New Genesis Interiors



Housing First Model

- Based on the concept that a homeless individual's first and primary need is to obtain stable housing
- Housing placement is prioritized to target the most vulnerable homeless individuals in the community
- Additional issues can be addressed once housing is secured
- Housing placement and continued tenancy is not dependent on preconditions of treatment acceptance, program compliance or sobriety
- Housing placement includes robust support services based on engagement rather than coercion
- Embraces harm-reduction approach to addictions rather than mandating abstinence
- Motivational Interviewing important component

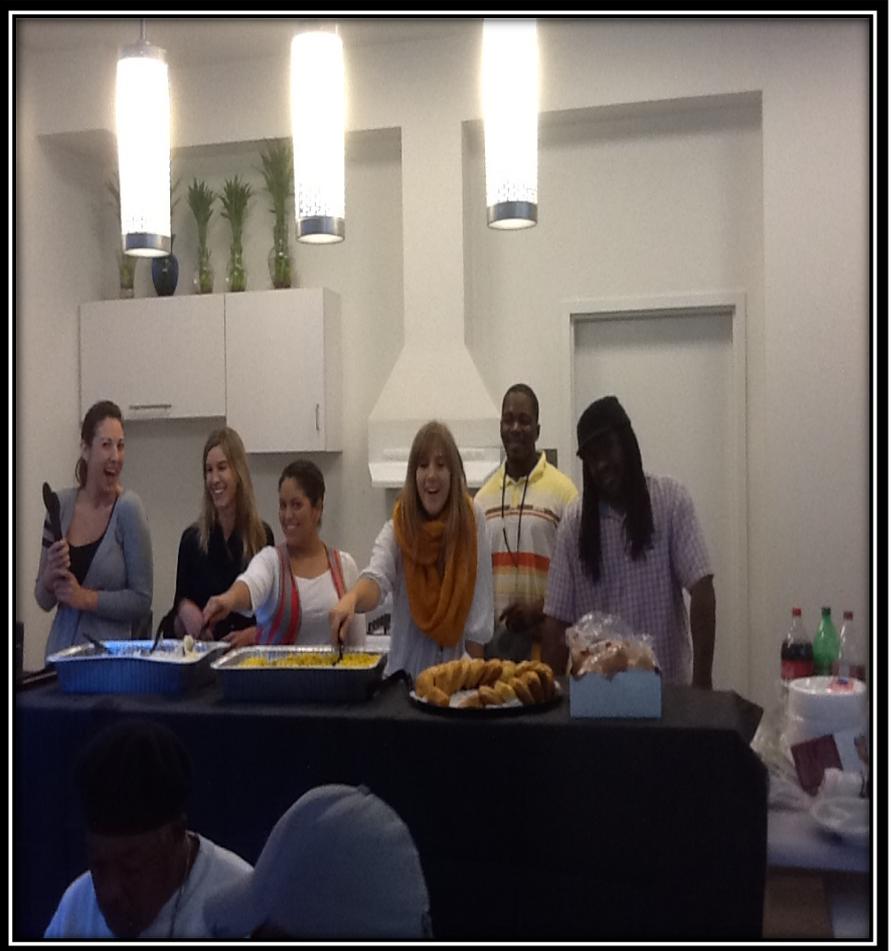
Collaborative Housing Retention

Team Discussion

- Full integration of staff (Exodus, LACHC, SRHT)
- FQHC Satellite Clinics (New Genesis and Vermont Residential site)
 - On site physical health care /located within Exodus Housing site
 - Pillbox implementation – integration of meds for client compliance
- Team Meetings (daily, weekly, monthly)
 - Daily “Rounds” tracking list with key indicators
- Benefits Specialist working on site
 - Money Management
 - Collaboration with outside agency to mitigate financial issues
- Exodus CM primary assignment daily at NG
 - Night shift
 - Response time
 - Walking and knocking “rounds”
- Group Schedules (NG and Drop in Center)
- Holidays (anecdotes...)
- Use of Exodus Interns
- Use of alternative therapies
- Weekend outings – free resources in DT LA



Thanksgiving at New Genesis



Integrated Service Delivery

- **Specialized Mental Health Services**
 - Community Outreach Services
 - Targeted Case Management (linkage and referral)
 - Mental Health Services (group, individual)
 - Medication Services (pillbox integration)
 - Crisis Intervention
 - Collateral contacts
 - Co-occurring substance abuse services
 - Life Skills (money management, healthy living, men's and women's process group, physical and mental health education, socialization activities, community integration activities, outings)
- **Physical Health Services**
 - Assessments
 - Exams
 - Ongoing treatment for chronic conditions
 - Preventative health screenings
 - Referral to specialty care
 - Labs, imaging
 - Health Education
- Services are strengths based and client driven – client need/request directs monthly group schedule and educational topics

Collaborative Group Schedule

PUZZLES, PLAYDOUGH, & GAMES

MONDAY: 3:00PM, LED BY SRHT

COFFEE SHOP

TUESDAY: 9:30AM, LED BY SRHT

SEEKING SAFETY:

TUESDAY: 2:00PM, LED BY CHRISTY

WOMEN'S PROCESS GROUP

WEDNESDAY: 9:30AM, LED BY HILARY

MEN'S PROCESS GROUP

WEDNESDAY: 9:30AM, LED BY MAURICE

DOG PLAY

WEDNESDAY: 10:45AM, LED BY SRHT

HEALTH MANAGEMENT: COOKING GROUP

THURSDAY: 11:00AM, LED BY HILARY

MOVIE MATINEE

THURSDAY: 3:00PM, LED BY SRHT

HEALTHY LIFESTYLE FITNESS

FRIDAY: 9:00AM, LED BY CHRISTY

CO-OCCURRING DISORDERS: ANYTHING ANONYMOUS

FRIDAY: 10:00AM, LED BY RON

ART GROUP

FRIDAY: 10:00AM, LED BY SRHT

STRESS RELIEF THROUGH MINDFUL MEDITATION

FRIDAY: 11:00AM, LD BY CHRISTY

ASK THE DOCTOR: YOUR QUESTIONS ANSWERED

FRIDAY: 1:00PM, LED BY DR.LYNN/ NP CINDY

NEW GENESIS GROUPS



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
3 MENTAL HEALTH GROUPS IN PURPLE FACILITATED BY IMHT STAFF GROUPS IN BLACK FACILITATED BY SRHT STAFF	4 3PM- PUZZLES, PLAYDOUGH, & GAMES	5 9:30AM- COFFEE SHOP 2PM- SEEKING SAFETY	6 9:30AM- WOMEN'S PROCESS GROUP 9:30AM- MEN'S PROCESS GROUP 10:45PM- DOG PLAY	7 11AM- HEALTH MANAGEMENT COOKING GROUP 3PM- MOVIE MATINEE	8 9AM- HEALTHY LIFESTYLE FITNESS 10AM - ANYTHING ANONYMOUS 10AM-ART GROUP 11AM-MINDFUL MEDITATION 1PM- ASK THE DOCTOR	9
10	11 See Schedule Above	12 See Schedule Above	13 See Schedule Above	14 See Schedule Above	15 See Schedule Above	16
17	18 See Schedule Above	19 See Schedule Above	20 See Schedule Above	21 See Schedule Above	22 See Schedule Above	23
24	25 See Schedule Above	26 See Schedule Above	27 See Schedule Above	28 See Schedule Above	29 See Schedule Above	IMHT 30

Housing and Program Outcomes

- Hospitalizations, ED visits, incarcerations and homelessness greatly decreased by an average of 91%
- Exodus has successfully housed 100% of enrolled clients
- Health indicators such as BMI, diabetes and hypertension have shown improvement
- Clients report less alcohol and drug use (positive reduction in the amount of days using)
- Clients report greater satisfaction with integrated services and less stigma related to their mental illness
- MORS scores have increased by an average of two levels
- Success stories and statistics have shown us that this integrated and collaborative model works!

Questions and Answers

Exodus IMHT Contact Information

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- Lezlie Murch (Sr. VP) 310-945-3350